

VOLUNTEER SERVICES

Effective Date: 9/15/88

I. PURPOSE

The primary purpose of this policy is to augment and expand the services provided by the Department through the use of volunteers.

The DSCYF recognizes that individuals other than paid staff members are capable of making meaningful contributions to the programs of this Department. The Department is committed to the utilization of volunteers in programs designed to meet the clients' needs. Community volunteers are considered a valuable resource in supplementing and enhancing the efforts of paid staff members.

Additionally, through knowledgeable and committed volunteers, the Department can provide the community with a greater understanding of the goals and services of the Department of Services for Children, Youth and Their Families. With this goal, the Volunteer Services Administrator is available to provide assistance in volunteer program development and management to the staff of those divisions using or planning to use volunteer assistance.

The Department prohibits any form of unlawful discrimination in volunteer placement. No person shall be refused placement because of race, color, religion, sex, age, national origin, sexual preference, physical or mental handicap, political affiliation, or disabled veteran or Vietnam era veteran status.

II. POLICY

Toward this goal the Department hereby establishes the position of Volunteer Services Administrator. This policy outlines the responsibilities of this position and that of the Volunteers Services Office.

III. PROCEDURES

A. Assessment

The Volunteer Services Administrator is available to help staff members determine how volunteer assistance could be utilized in the department. Information obtained through assessment will help to identify needs, establish priorities and target resources.

The Volunteer Services Administrator may approve any staff members from the Department or any outside agencies who wish to recruit, screen and place volunteers with the Department. The staff members or outside agencies wishing to receive such approval must demonstrate the ability to screen and place volunteers in compliance with standards set forth in this policy and shall agree to submit registration records and all other information on volunteers to the Volunteer Services Administrator as soon as placement is finalized.

B. Volunteer Service Position Descriptions

Staff who wish to initiate a new volunteer position will submit a Volunteer Service Position Description (attachment A) which will outline volunteer responsibilities, qualifications, training and supervision. This Volunteer Service Position Description will be submitted with a Request for Volunteers form (attachment B) through their supervisor, administrator to the Volunteer Services Administrator. The Volunteer Services Administrator will, upon request, assist staff in writing a volunteer position description.

A. Recruitment/Screening

The Volunteer Services Administrator will recruit and screen prospective volunteers from the community. While all staff members are free to recruit their own volunteers and are encouraged to do so through whatever community contacts they may have (social or religious organizations, friends or family), they should refer all recruits to the Volunteer Services Administrator for appropriate screening.

B. Volunteer Registration

All prospective volunteers will fill out a Volunteer Registration form (attachment C). The chairperson of each volunteer group will complete a Group Registration form (attachment D).

C. Interview of Prospective Volunteers

The Volunteer Services Administrator or an approved staff person or agency will conduct an informal interview with all prospective volunteers in order to match each one with the appropriate volunteer position. The supervisor will conduct the final interview and determine whether the volunteer meets the requirements of the agency. Any applicant not accepted by the supervisor should be referred back to the Volunteer Services Administrator for possible placement in another volunteer position.

F. Selection and Placement

For those volunteers accepted in a position the supervisor will arrange a schedule and starting date. When placement is finalized, the supervisor will send a copy of the volunteer registration form and the Volunteer Placement Checklist (Attachment E) to the Volunteer Services Administrator. The Volunteer Services Administrator will enter demographic and placement data on the new volunteer in the computerized volunteer services data base.

A. Confidentiality

All Department volunteer staff members who will have direct access to confidential client information must be made aware of this policy and shall sign a Confidentiality Pledge form (attachment F) which emphasizes that the clients' privacy must be protected. The supervisor will review this information with each new volunteer before he/she is accepted as a volunteer.

B. Release of Information

Certain areas of volunteer service require that a police check be run on prospective volunteers before acceptance as a volunteer. The prospective volunteer needs to complete a Personal History Statement (attachment G) and an Authorization and Release form (attachment H) at the initial interview.

C. Time Commitment and Attendance

Each volunteer is expected to make a time commitment, which will vary depending on the nature of the position. Each volunteer is also expected to adhere to an agreed upon schedule.

D. Orientation

The supervisor will orient the volunteer to their work area and agency before or during their first day. At this time the supervisor will set goals and objectives for the position in writing. The Volunteer Services Administrator will provide an orientation kit for the supervisor to review with each new volunteer.

E. Training

On the job training will be provided to volunteers by their supervisor or designee. The Volunteer Services Administrator will work with the Staff Development Unit to identify and provide training for volunteers that may be appropriate.

F. Supervision

Each volunteer will be assigned a supervisor to whom he/she is directly accountable and on whom he/she can depend for encouragement, training and evaluation.

G. Evaluation

The supervisor will complete a Volunteer Staff Performance Review form (attachment I) for each volunteer on an annual basis and at the end of his/her service. A copy of the written evaluation

will be given to the volunteer and Volunteer Service Administrator. Each volunteer will be asked to complete an Evaluation of Volunteer Experience form (attachment J & K) after 40 hours of volunteer service and at the end of his/her service. Copies will be forwarded to the Volunteer Services Administrator.

The Volunteer Services Administrator will meet periodically with supervisor of volunteer to monitor and evaluate the volunteer program.

H. Recognition

The Volunteer Services Administrator will provide information and support to supervisors in the areas of volunteer recognition and will coordinate awards nominations in the area of volunteerism. However, other ways of recognizing volunteers should be on-going, i.e. a note of thanks, a warm welcome, a name tag (for visual identification), a genuine interest in their work, and evaluations.

I. Job References

Many volunteers choose a placement in order to gain experience in a particular field. One way of recognizing a volunteer's contribution is by providing job references when requested by the volunteer and completing the Volunteer Work Experience Reference form (attachment L).

J. Resignation/Termination

When the volunteer ends his/her service with the Department, the volunteer and supervisor will complete exit evaluations. Any volunteer who does not perform up to acceptable standards should be given reasonable assistance to improve his/her performance. If there is not reasonable improvement, the volunteer should be terminated. The supervisor should meet with the volunteer and fully explain the reasons for termination. The Volunteer Services

Administrator should be informed in writing of a volunteer's termination.

K. Record Keeping

The Volunteer Services Office will keep a permanent file on every volunteer active in the department. Each file will be maintained for seven (7) years and will include:

1. Volunteer Registration Form
2. Placement Information
3. Record of Hours of Service
4. Evaluations

Staff members who directly supervise volunteers are responsible for forwarding the above information to the Volunteer Services Office.

Staff members who directly supervise volunteers approve and sign the Record of Volunteer Hours form (attachment M) at the end of each month and forward a copy to the Volunteer Services Administrator.